**Tanu Sharma**

Associate Quality Manager

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**Professional Summary:**

* **Overall, 11 +years of extensive professional software testing experience**
* Good understanding of SDLC, STLC and Bug Life Cycle.
* Experience in testing processes-Test Scenario and Test Case Creation, Test Case Execution and Defect Logging, Tracking and Closure, Reporting.
* Experience in API based testing using Postman.
* Worked in different model- Agile, Kanban, Waterfall-Agile, Factory Model
* Knowledge of scheduling the jobs in Jenkins and analyzing the result to monitor the test results.
* Basic knowledge of database testing.
* Experience in managing teams and executing projects. Also involved in project management data –SMR (Senior Management Review), SMT(Senior Management Team).
* Excellent verbal and written communications skills. Well versed in conducting different kinds of tests such as Functional, Integration, User acceptance, Database, Regression Testing. Preparing and executing test cases.
* Experience in handling daily and weekly defect calls with client managers, Development team, Product team and business analysts and sending daily and weekly updates to clients.
* Experience with programming and scripting languages specific to test automation (e.g., Python, Java, JavaScript).
* Proficiency in automation testing tools (e.g., Selenium, Appium).
* Knowledge of various testing frameworks (e.g., JUnit, TestNG, BDD Cucumber) and ability to design, build, and maintain scalable test automation frameworks.
* Demonstrable experience in developing and maintaining automated test suites and integrating them with CI/CD pipelines (using Jenkins, GitLab CI, etc.)

**Business Domain/Functional Areas:**

* Banking domain (Compliance)
* Airline Domain –Passengers and Cargo area
* Educational domain.

**Employment details:**

* IRIS Software Pvt Ltd **(Feb 2020 – Present)**
* Coforge Pvt Ltd **(Aug 2018 – Jan 2020)**
* Intelligence Pvt Limited **(Sep 2016 – May 2018)**
* Datamatics Pvt Ltd **(June 2016- Aug 2016)**
* NIIT Technologies Pvt Ltd **(Nov 2012 – May 2016)**

**Technical Skills:**

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| **Programming Language** | Java, Excel-Macros |
| **Technologies (.NET/java/other)** | Java, Oracle -SQL, Mongo DB- cluster, Hive web 2, Informatica |
| **Scripting Languages** | SQL, Excel –macros, Java, jQuery (JIRA) |
| **Automation and Framework tools** | Selenium, BDD -Cucumber, TestNG, Junit, Appium, RestAssured |
| **RDBMS** | Oracle 12c, MongoDB, Hive |
| **Third Party Tools** | Jenkins, JIRA, Confluence, QC, TestRail, Zephyr, TestRail, Lotus Notes |
| **Version Control** | GitHub |
| **Operating System** | Windows |

**Professional Experience:**

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| **CITI Bank** | **Feb 2021- Jan 2024** |

1. **Project: Total Conduct**

**Description of the Project:**It’s a project compliance project where using this system users perform monitoring and investigate on the electronic services (email, chats) of employees and can raise the alert for that in this project. On those alert investigation held which have workflows.

**Business Domain/Function**: Compliance

**Environment:**JIRA, Web application, Excel - macros, Confluence, Zephyr, ALM QC, Postman, Mongo Compass, SQL developer, Web -Hive, Tectia, Jenkins, Autosys Workload Automation (for jobs), Eclipse, Java + Selenium , Junit, BDD Cucumber

**Project Role: Associate Manager - Quality Assurance**

**Responsibilities:**

* Involved in QA activities like test case creation, execution, defect locks.
* Led the design and implementation of a robust Selenium WebDriver framework, resulting in a 50% reduction in manual testing efforts for regression and sanity.
* Collaborated with cross-functional teams to integrate automated tests into the CI/CD pipeline, achieving a 20% faster go-to-market for new features.
* Orchestrated a testing team to adopt BDD with Cucumber, improving the communication between developers and QA and enhancing the requirements validation process.
* Creating and running script of automation
* Tracking and Tracing JIRA issues for RCA and CAR for the team
* Preparing dashboard for SIT and UAT for monthly SLA data
* Tracking and handling team assignments.
* Involved in Scrum calls, SMT and SMR connects
* Created Weekly, monthly status reports

**Accomplishments/Results:**

* Received multiple appreciations from client.
* Received 4 times ROR for this project.
* Received Star Team award for this project

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| **AFLAC, USA** | **Aug 2020 – Feb 2021** |

1. **Project:  Data Migration from Genelco to Wynsure**

**Description of the Project:**Data Migration of Aflac insurance where groups and their certificates are migrated to Wynsure system from Genelco, CRM and other system using creating a factsheet (collection data from all the base system), Case setup (set up of group level setting in target system), Data Validation, Data verification.

**Responsibilities**

* Involved in creating of Factsheet for a group to be migrated bases on the data from the primary and secondary source (Genelco and CRM respectively)
* Automate the excel, whenever required to execute the manual work in excel
* Involved in Query calls, daily stand up and Team meeting
* Analyse the data error report and assign the issue to the respective teams
* Analyzing the issues of QC and fixing the issues.
* Provide reports to client for the ready groups
* Also, involved in trouble shoot technical and mapping issues during Migration process.​

**Business domain:**Insurance

**Project Role:**Sr. software Tester

**Environment:**CRM, Informatica ETL, Excel, Pega, Wynsure, Genelco, SQL Server, EPS, Case 360, Version one

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| **IAG- Cargo, UK** | **Jan2020- Mar 2020** |

1. **Project:  IAG-Revman- Cargo Spot Pricing**

**Description of the Project:**‘Offline SPOT Price Optimization’, SPOT price optimization system was built which algorithmically recommends the best possible price for a shipment based on historic win/loss data. In this phase a management console GUI known as Revman Console is being added to the SPOT. This console will be used by a few business users to set pricing rules, pricing for a new route, new product, influences for price recommendations**.**

**Business domain:**Cargo Airline Domain

**Project Role:**Sr. Software tester

**Environment:**Oracle SQL Developer, JIRA, Windows, Postman

**Responsibilities**

* UAT testing with business users
* Exposure of Client site
* Preparation and Review test plan
* Preparation and Review test cases
* Involved in Execution of test case
* Creating restAssured script and run it
* Tracking and Tracing JIRA issues
* Involved in weekly regression execution plan.
* Introduced automated API testing with Postman and RestAssured

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| **IAG- Cargo, UK** | **Aug 2018- Jan 2020** |

1. **Project: Airline Cargo- New Premia (MHS)**

**Description of the Project:**IAG –Cargo was building up a shipment warehouse where Material Handling system will be embedded. It will be integrated with iCargo system (Warehouse Management system). Here iCargo will also interact with other IAG IT systems (+26) to update the shipment status in all the systems.

**Business domain:** Cargo Airline Domain

**Project Role:** Sr. Software Tester

**Environment:**Oracle SQL Developer, QC, JIRA, Hand handling devices, Windows desktop, Semiens – iCargo, Warehouse automatic system- MHS

**Responsibilities**

* Creating test cases for integrated system and updating all the cases to QC.
* Constructed and managed a Selenium base code for sanity, reducing build times by over 70%.
* Executing of test cases and lock defects in JIRA
* Involved in working groups
* Handling team and maintaining the Team status and daily report
* Creating script in selenium for ui testing and functional testing
* Review Test Cases and execution.
* Preparing test data in the environment
* Involved in Execution of test case
* Tracking and Tracing JIRA issues
* Tracking and planning of team tasks
* Maintaining all the data in the integrated system.

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| **2U, USA** | **Sep 2016- May 2018** |

1. **Project: 2U**

**Description of the Project: 2U** (formerly 2tor Inc.) is an educational technology company that partners with leading nonprofit colleges and universities to offer online degree programs. The company supplies its partner universities with a cloud-based software-as-a-service platform coupled with a suite of technology-enabled services, including coursework design, infrastructural support and capital to deliver instruction to students.

**Responsibilities**

* Execute automation testing of web and mobile apps.
* Executing of test cases and update on Confluence.
* Execute Sanity, Functional, integration, mobile compatibility, Security and regression testing on Mobile devices of Android and iOS.
* Involved in daily stand-up meeting.
* Implemented a mobile test automation framework using Appium, which reduced the regression testing lifecycle for mobile banking apps by 60%
* Testing of mobile applications on different mobile devices -Android, and iOS and on different versions.
* Run Automation script at the time of release and create script for new CRs.
* Test the end-to-end functionality of Mobile application and Web application
* Worked on selenium script for web automation and appium for mobile automation
* Defects tracking through JIRA and Pivotal Tracker
* Involved in setup and execution of SIT of Mobile application.
* Team handling and played as active team member as well

**Business domain:**Education

**Project Role:**Sr. Software Tester

**Environment:**  TestRail, JIRA, Mobile devices (iOS and android), Windows, MAC, Jenkins, Confluence, GitHub, Pivotal Tracker.

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| **Toronto Banking, USA** | **June 2016- Aug 2016** |

1. **Project: Blink it**

**Description of the Project:**It’s a Mobile banking application for a bank in North America. It enables you to carry out a number of banking transactions and avail all banking services on a smart phone. Whether it is checking at the bank and doing check deposits, check account transactions, transferring funds or making payments, all this can be performed with a few taps on your mobile screen.

**Responsibilities**

* Converting business requirements into Test cases and upload on Zyphr
* Executing of test cases and update on Confluence.
* Execute Sanity, Functional, integration, mobile compatibility, Security and regression testing on Mobile devices of Android and iOS
* Involved in daily stand-up meeting
* Testing of mobile applications on different mobile devices -Android, and iOS and on different versions.
* Test the end-to-end functionality of Mobile application and Web application
* Defects tracking through JIRA
* Involved in setup and execution of SIT of Mobile application.

**Business domain:**Finance Domain (Banking)

**Project Role:**Software Tester

**Environment:**  JIRA, Mobile (iOS and android), Excel, Postman, Charles

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| **IAG - Cargo** | **Nov 2012 – May 2016** |

1. **Project: Staff travel**

**Description of the Project:**Migration project of staff travel and ID travel application to Response web application. BA and non-BA staff members can book their flight with some concessions on secured and non-secured travelling station. Users can create, update, and delete PNR of their flight's details on this web application.

**Business domain:**Airline

**Project Role:**Software Tester

**Environment:**  Win Babs (internally used by British Airways), JIRA, Oracle RightNow (CRM), Selenium, Excel

**Responsibilities**

* Converting business requirements into Test cases and executing them.
* Performing functional, system, basic security and regression testing.
* Interacting with customers in daily stand up, and monthly retrospective meetings.
* Testing on different browsers on desktop, viz., IE, Chrome, Firefox, and Safari.
* Testing mobile web versions on mobile devices (Android, Windows and iOS).
* Defects tracking through JIRA and creating reports monthly through JIRA.
* Additional responsibility of the Quality manager (QM) of the team. Conducting Readiness meeting of UAT, Prelive.

**Education:**

Bachelor of technology –Computer Science from UPTU (2008 -2012 Batch)

**Certification:**

* Certificate course in **Foundation Level Certificate in Software Testing** (**ISTQB International Software Testing Qualification Board issued Jul 2021**)